IP3701H-2 Series
IP Color Camera

C2941M-C (6/08)

Contents

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
7. Only use attachments/accessories specified by the manufacturer.
8. Apparatus shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases shall be placed on the apparatus.
9. Installation should be done only by qualified personnel and conform to all local codes.
10. Unless the unit is specifically marked as a NEMA Type 3, 3R, 3S, 4, 4X, 6, or 6P enclosure, it is designed for indoor use only and it must not be installed where exposed to rain and moisture.
11. Use only installation methods and materials capable of supporting four times the maximum specified load.
12. Use stainless steel hardware to fasten the mount to outdoor surfaces.
13. Only use replacement parts recommended by Pelco.
14. After replacement/repair of this unit's electrical components, conduct a resistance measurement between the line and exposed parts to verify the exposed parts have not been connected to the line circuitry.

Open Source Software Notice

This product includes certain open source or other software originated from third parties that is subject to the GNU General Public License (GPL), GNU Library/Lesser General Public License (LGPL), and different and/or additional copyright licenses, disclaimers, and notices.

The exact terms of GPL, LGPL, and some other licenses are provided to you with this product. Please refer to the exact terms of the GPL and LGPL at *http://www.fsf.org (Free Software Foundation)* or *http://www.opensource.org (Open Source Initiative)* regarding your rights under said license. You may obtain a complete corresponding machine-readable copy of the source code of such software under the GPL or LGPL by sending your request to *digitalsupport@pelco.com*; the subject line should read Source Code Request. You will then receive an e-mail with a link for you to download the source code.

This offer is valid for a period of three (3) years from the date of the distribution of this product by Pelco.

Regulatory Notices

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RADIO AND TELEVISION INTERFERENCE

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However there is no guarantee that the interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

•   Reorient or relocate the receiving antenna.

•   Increase the separation between the equipment and the receiver.

•   Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

•   Consult the dealer or an experienced radio/TV technician for help.

You may also find helpful the following booklet, prepared by the FCC: "How to Identify and Resolve Radio-TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402.

Changes and Modifications not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commission's rules.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Description

The IP3701H-2 Series is a high resolution, color video camera with a built-in 100Base-TX network interface for live streaming to a standard Web browser (Microsoft® Internet Explorer® or Firefox®). The camera features open architecture connectivity for third-party software recording solutions and is also Endura Enabled™ to record, manage, configure, and view multiple live streams.

The camera also includes built-in Power over Ethernet (PoE), which supplies power to the camera through the network. If PoE is not available, the camera is prewired for 24 VAC.

Before installing your camera, thoroughly familiarize yourself with the information in this manual.

MODELS

IP3701H-2   High resolution, 480 TV lines, SuperHAD™ CCD, minimum illumination of 0.5 lux at f/1.2 and 40 IRE, NTSC

IP3701H-2X   High resolution, 470 TV lines, SuperHAD CCD, minimum illumination of 0.5 lux at f/1.2 and 40 IRE, PAL

Basic System Configurations

IMPORTANT NOTE. PLEASE READ. The network implementations in this document are shown as general representations only and are not intended to show detailed network topologies. Your actual network will differ, requiring changes or perhaps additional network equipment to accommodate the systems as illustrated. Please contact your local Pelco Representative to discuss your specific requirements.
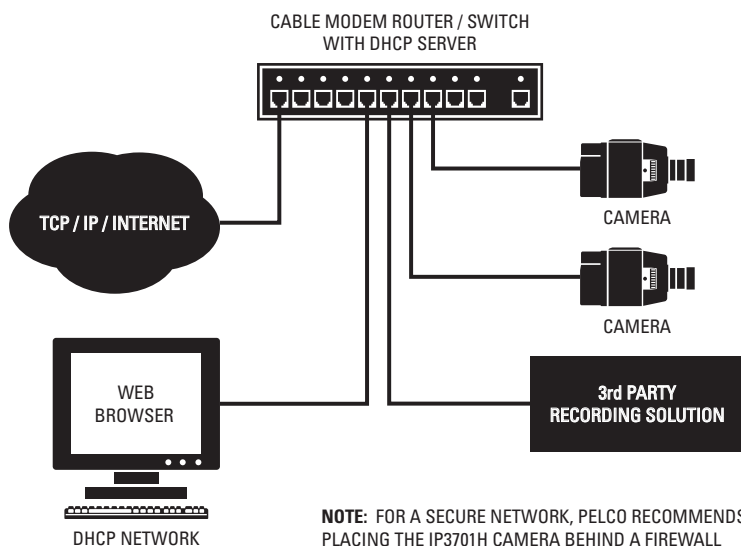
CABLE MODEM ROUTER / SWITCH
WITH DHCP SERVER

TCP / IP / INTERNET

CAMERA

CAMERA

WEB
BROWSER

3rd PARTY
RECORDING SOLUTION

DHCP NETWORK

NOTE: FOR A SECURE NETWORK, PELCO RECOMMENDS PLACING THE IP3701H CAMERA BEHIND A FIREWALL

Figure 1. DHCP Network Example

ENDURA

WEB
BROWSER
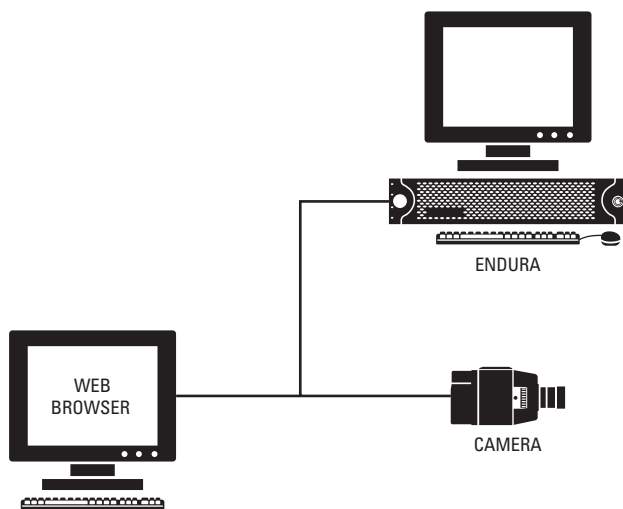
CAMERA

Figure 2. Endura® Network Example

NETWORK SWITCH

CAMERA

WEB
BROWSER

IF NOT DHCP, CAMERA IS ASSIGNED
DEFAULT IP ADDRESS 192.168.0.20 ON
NETMASK 255.255.0.0

PRIVATE NETWORK
PC ACTS AS SERVER

CAMERA

Figure 3. Private Network Example

CABLE MODEM ROUTER / SWITCH
(DHCP SERVER DISABLED)

CAMERA 1 FIXED BUT
UNIQUE IP ADDRESS;
SAME SUBNET MASK
AS COMPUTER

CAMERA

TCP / IP / INTERNET

CAMERA 2 FIXED BUT
UNIQUE IP ADDRESS;
SAME SUBNET MASK
AS COMPUTER

CAMERA

WEB
BROWSER

3rd PARTY
RECORDING SOLUTION

STATIC NETWORK
(FIXED BUT UNIQUE IP ADDRESS;
SAME SUBNET MASK AS CAMERAS)

NOTE: FOR A SECURE NETWORK, PELCO RECOMMENDS
PLACING THE IP3701H SERIES CAMERA BEHIND A FIREWALL.
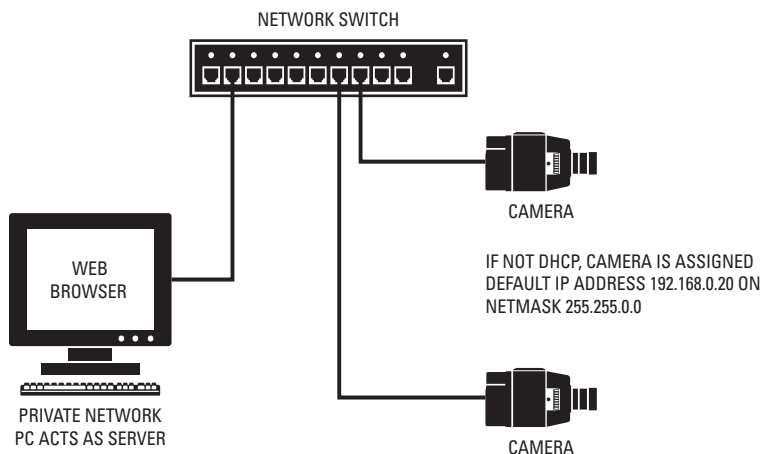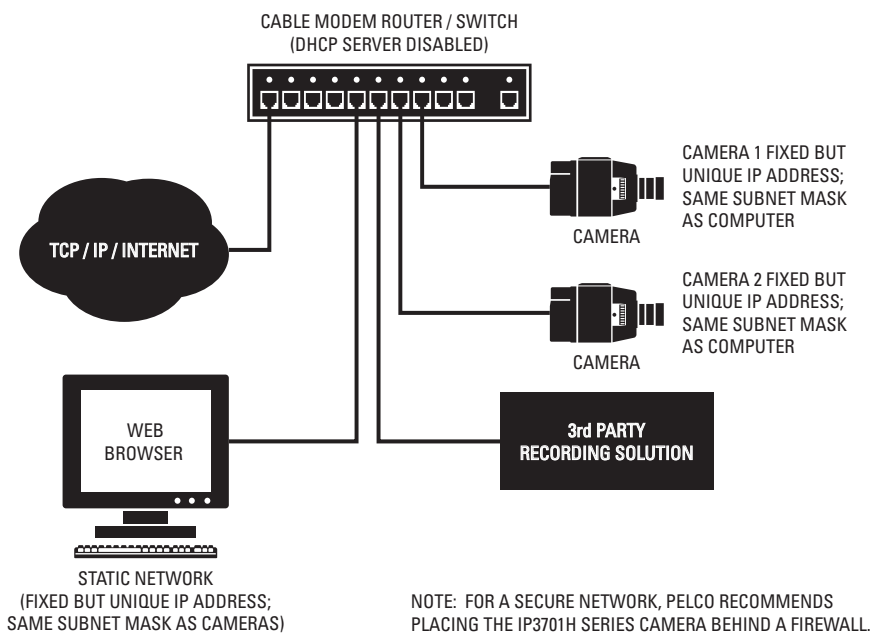
Figure 4. Static Network Example
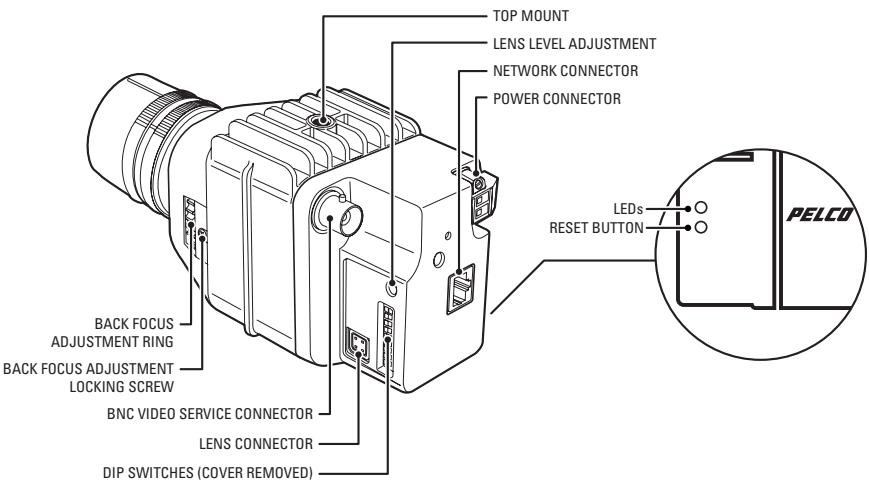
Camera Layout

Figure 5. Camera Layout

RESET BUTTON

Use the reset button located on the side of the camera to access the following modes:

Table A. Reset LED Status

Mode	Function	Unit Status Indicator Light
Configuration	Starts reset LED selection sequence.	Flashes green.
Reboot	Restarts the unit.	Flashes green and red simultaneously when entering this mode. The LED flashes green when mode is selected and during reboot.
Reset	Resets unit to factory default settings and then restarts unit.	Flashes red when entering this mode. Flashes red when mode is selected, and then flashes green when camera restarts. Camera is offline during reset mode.
Cancel	Cancels any configuration or reset action.	Is not lit.

To access one of these modes:

1. Press and hold the reset button. The unit starts cycling through the modes; hold the button for four seconds to access (cycle through) each mode. The unit status indicator flashes the color for the current mode (refer to Table A).

2. When the color of the desired mode appears, release the button.
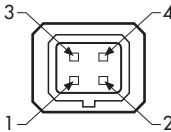
NOTES:

- If there is no configuration activity for 15 minutes, the camera will automatically exit the reset mode.

- The LED is not lit during normal operation.

Installation

LENS MOUNTING

The camera can be used with a fixed iris, manual iris, or auto iris lens. The camera is factory set for a CS mount lens, but is easily adjusted for a C mount lens.

1. **C mount lens only:** Completely rotate the back focus adjustment counterclockwise before installing the C mount lens (refer to *Back Focus Adjustment* on page 15).

2. Set the lens mode selector switch on the side of the camera to AIV (auto iris video drive) lens or AID (auto iris DC drive) lens. Refer to *Switch Settings* on page 16. Switch settings are determined by the type of lens used.

3. Screw the lens onto the lens mount. Be careful to prevent dust from entering the space between the lens and the CCD element. If necessary, use clean compressed air to remove any foreign matter.

4. Connect the auto iris lens to the 4-pin connector located on the side of the camera. Pin connections for the iris drive connector are as follows:

PIN	DC (AID) AUTO IRIS LENS	VIDEO (AIV) AUTO IRIS LENS
1	Control coil negative (-)	Lens positive supply
2	Control coil positive (+)	Not used
3	Drive coil positive (+)	Video drive signal
4	Drive coil negative (-)	Ground

CAMERA MOUNTING

Use a standard 1/4-20 screw (provided) with a maximum thread length of 3/8-inch (10 mm) for mounting to the top or bottom of the camera.
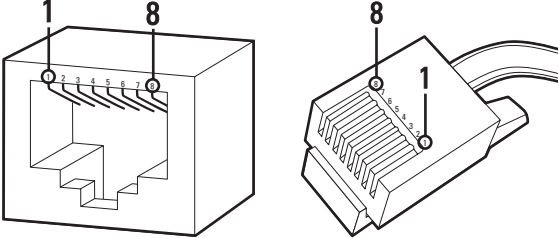
Wiring Tables

CAT5 CABLE

Connect a Cat5 cable to the RJ-45 network connector. The 8-pin connector includes video and PoE for the camera. PoE (IEEE 802.3af) injects power over the same cabling that carries the network data, eliminating the need for a separate power supply. This simplifies the installation and operation of the camera without any degradation of network performance.

Refer to Table B for pin descriptions.

Table B. Pin Descriptions

Pin	Function
1	TX+
2	TX-
3	RX+
4	PoE 1-2
5	PoE 1-2
6	RX-
7	PoE 3-4
8	PoE 3-4

24 VAC AND BNC CONNECTIONS (OPTIONAL)

If PoE is not used, the camera includes a 24 VAC power connector. Connect the power cable to the 2-pin power connector on the back of the camera using the terminal block connector (provided). Refer to Table C for the recommend wire gauge and wiring distances.

The power supply connector is shown in Figure 6. Use only a Class 2 isolated power supply. Refer to *Specifications* on page 21 for power consumption.
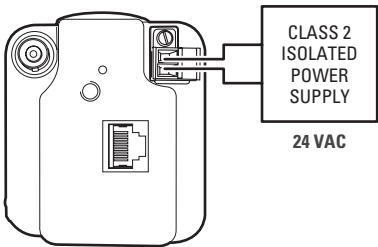

Figure 6. Power Supply Connections

The following are the recommended maximum distances for 24 VAC applications and are calculated with a 10-percent voltage drop. (Ten percent is generally the maximum allowable voltage drop for AC-powered devices.)

Table C. Recommended Wire Gauge and Wiring Distances

Total VA	20 (0.5 mm^2)	18 (1.0 mm^2)	16 (1.5 mm^2)	14 (2.5 mm^2)	12 (4.0 mm^2)	10 (6.0 mm^2)
10	283 (86)	451 (137)	716 (218)	1142 (348)	1811 (551)	2880 (877)

For example, a camera that requires 10 VA and is installed 283 ft (86 m) from the transformer would require a minimum wire gauge of 20 AWG.

NOTE: Wire gauges are standard AWG or metric sizes. Distances are calculated in feet; values in parentheses are meters.

Lens Setup and Focus Procedures

VIDEO DRIVE AUTO IRIS LENS

1. Set the lens mode selector switch to AIV.

2. Switch the electronic shutter control (ESC) and automatic gain control (AGC) OFF.

3. Refer to the lens instructions and adjust the lens for the optimum picture (video output level of 1 Vp-p).

4. Focus the lens.

   a. Completely open the iris by covering the lens with a suitable neutral density ND filter.

   b. If the viewed scene is 6.5 ft (2 m) away or farther, set the lens focus to infinity (far).

   c. Use the back focus adjustment ring (refer to *Back Focus Adjustment* on page 15) and focus on the selected scene.

   d. Remove the ND filter and set the lens focus as required.

5. Set the AGC switch to ON, as required. Most scenes benefit from AGC.

NOTE: For best results outdoors, use an ND3 filter.

DIRECT DRIVE DC AUTO IRIS LENS

1. Set the lens mode selector switch to AID (default setting).

2. Set the ESC and AGC switches to OFF.

3. Use an appropriate screwdriver to completely turn the lens level potentiometer clockwise. Slowly adjust the potentiometer counterclockwise until the optimum picture is obtained (video output level of 1 Vp-p).

4. Focus the lens.

   a. Completely open the iris by covering the lens with a suitable ND filter.

   b. Select the scene to be viewed.

   c. If the viewed scene is 6.5 ft (2 m) away or more, set the lens focus to infinity (far).

   d. Use the back focus adjustment ring (refer to *Back Focus Adjustment* on page 15) and focus on the selected scene.

   e. Remove the ND filter and set the lens focus as required.

5. When finished, set the ESC and AGC switches to ON.

NOTE: For best results outdoors, use an ND3 filter.

FIXED LENS, NO IRIS

1. Set the ESC and AGC switches to ON (default settings).

2. Focus the lens.

   a. Set the lens focus to infinity and view an image more than 6.5 ft (2 m) away.

   b. Focus the image with the back focus adjustment ring (refer to *Back Focus Adjustment* on page 15).

   c. Set the lens focus as required.

MANUAL IRIS LENS

1. Set the ESC and AGC switches to ON (default settings).
2. Focus the lens.
   a. Open the iris fully and set the lens focus to infinity.
   b. View an image more than 6.5 ft (2 m) away.
   c. Focus the image with the back focus adjustment ring (refer to *Back Focus Adjustment* on page 15).
   d. Adjust the lens focus and set the iris (if equipped) for the best picture quality. The largest aperture gives the best light sensitivity; the smaller the aperture, the greater the depth of field.

ZOOM LENS

1. Set the lens focus to infinity (far) and completely open the iris by covering the lens with a suitable ND filter
2. Zoom out to the widest field of vision and view a distant object.
3. Adjust the back focus adjustment ring until the object is in focus (refer to *Back Focus Adjustment* on page 15).
4. Zoom in completely and adjust the lens focus until the object is again focused.
5. Repeat these steps until the full zoom range may be viewed with the minimum loss of focus.

NOTE: For best results outdoors, use an ND3 filter.

Back Focus Adjustment

The back focus adjustment is located at the front of the camera and is accessible from either side of the case.

To adjust the back focus:

1. Loosen the two back focus locking screws (one on each side).

2. Turn the back focus ring until the object is in focus.

3. When the back focus adjustment is satisfactory, tighten the locking screws. Do not overtighten the locking screw or force the back focus adjustment ring.
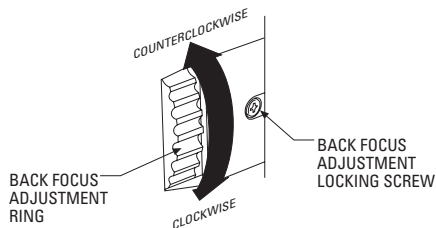
COUNTERCLOCKWISE

BACK FOCUS
ADJUSTMENT
LOCKING SCREW

BACK FOCUS
ADJUSTMENT
RING

CLOCKWISE

Figure 7. Back Focus
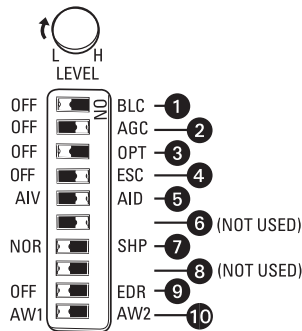
Switch Settings

Figure 8. DIP Switch Default Settings

NOTES:

- White indicates the switch setting.

- Under most conditions, you will not be required to set any switches.

❶ Backlight compensation (BLC)
OFF (default setting)**:** Disables the BLC mode.
BLC: When in the ON position, BLC is enabled. If a bright backlight is present, the objects in the picture may appear dark or as a silhouette. BLC enhances objects in the center of the picture and can be used to improve picture quality; in a fixed scene.

❷ Automatic gain control (AGC)
OFF: Disables the AGC mode.
AGC (default setting)**:** Enables the AGC mode. Automatically adjusts the image to compensate for changes in light levels. Most scenes benefit from AGC operation.

❸ Optima (OPT)
OFF (default setting)
OPT: Boosts the video by 3 dB. (Only use this feature if the video signal appears weak on your monitor.)

❹ Electronic shutter control (ESC)
OFF: Disables the ESC mode.
ESC (default setting)**:** Enables the ESC mode. The ESC function automatically changes the sensitivity of the camera by varying the electronic shutter speed according to the amount of incident light. Electronic shutter speed range is 1/60 to 1/100,000. This feature should only be used with AID or manual iris lenses. Do not use with an AIV type lens.

❺ Auto iris lens mode selector (AIV/AID)
AIV: Video controlled auto iris lens. Disable the ESC mode when using an AIV type lens.
AID (default setting)**:** DC controlled auto iris lens.
NOTE: The switch setting is determined by the type of lens used.

❻ Not Used

❼ Normal sharpness and sharpness (NOR/SHP)
NOR (default setting)**:** Sets the camera to normal sharpness mode.
SHP: Enables the Sharpness mode. Enhances picture detail by increasing the aperture gain of the camera, sharpening the edges in the picture. In some scenes, the SHP mode will increase edge noise on your monitor.

❽ Not Used

❾ Extended dynamic range (EDR)

OFF (default setting)**:** Disables the EDR mode.

EDR: Enables the EDR mode to help balance a scene with a large dynamic range. Use this feature to improve the picture in washed-out areas. This feature adds 12X the dynamic range, but also increases dark area picture noise. Refer to Dynamic Range and EDR on page 17 for further details.

❿ Automatic white balance (AW1/AW2)

AW1 (default setting)**:** Automatically processes the viewed image to retain color balance over a wide color temperature range.

AW2: Processes the viewed image to retain color balance in a restricted color temperature range. Use only when AW1 causes an unbalanced color picture.

Dynamic Range and EDR

Dynamic range is the ratio between the brightest and darkest parts of an image or scene. A scene that ranges from bright sunlight to deep shadows has a high dynamic range, while indoor scenes with less contrast have a low dynamic range.

The extended dynamic range (EDR) feature will help capture the entire range of the scene. This feature can achieve 12X the improvement in dynamic range. In scenes with very high dynamic range, the EDR feature will exhibit a higher noise level than when the feature is turned off. This is normal and is not a malfunction.

NOTE: Depending on the scene contrast, it may or may not be possible to capture the entire range with any camera. Careful camera placement should be considered in extreme cases.

Troubleshooting

Problem	Possible Cause	Suggested Remedy
No video	PoE power issue	• Verify Cat5 cable connection. • Verify PoE is enabled. • Disconnect the Cat5 cable from the PoE and then reconnect the cable. Power is indicated by the LED. The LED will flash (green) five times per second for approximately two minutes if the camera has power.
	Power issue (24 VAC)	• Verify the 24 VAC power supply connection. • Disconnect the network cable and then reconnect it to the camera. Power is indicated by the LED. The LED will flash (green) five times per second for approximately two minutes if the camera has power.
	Network connectivity issues	• Verify network cable connections. • Disconnect the network cable and then reconnect it to the camera. Power is indicated by the LED. The LED will flash (green) five times per second for approximately two minutes if the camera has power. • Replace network cable with new cable. If new cable does not work, contact Pelco Product Support at 1-559-292-1981 or 1-800-289-9100.
	Defective camera	• Use a service connector to verify camera operation. Connect one end of the service connector to the BNC service connector on the camera. Connect the other end of the service connector to a monitor. • Replace camera with a working camera. If the new camera does not work, contact Pelco Product Support at 1-559-292-1981 or 1-800-289-9100.
Image too dark/ black image	Installation error	• Make sure the lens cover in not installed. • Make sure camera is not located in an environment with zero light. • Use a service connector to check camera operation. Connect one end of the service connector to the BNC service connector on the camera. Connect the other end of the service connector to a monitor. • Replace camera with a working camera. If the new camera does not work, contact Pelco Product Support at 1-559-292-1981 or 1-800-289-9100.

Problem	Possible Cause	Suggested Remedy
Image too light	Installation error	• Verify DIP switch settings. • Use a service connector to verify camera operation. Connect one end of the service connector to the BNC service connector on the camera. Connect the other end of the service connector to a monitor. • Replace camera with a working camera. If the new camera does not work, contact Pelco Product Support at 1-559-292-1981 or 1-800-289-9100.
Image only displays in black-white	Color level setting	• Verify DIP switch settings. • Use a service connector to verify camera operation. Connect one end of the service connector to the BNC service connector on the camera. Connect the other end of the service connector to a monitor. • Replace camera with a working camera. If the new camera does not work, contact Pelco Product Support at 1-559-292-1981 or 1-800-289-9100.
Image flickering	Flickerless setting	• Verify DIP switch settings. • Verify power supply specifications. • Replace camera with a working camera. If the new camera does not work, contact Pelco Product Support at 1-559-292-1981 or 1-800-289-9100.
Unable to sync to an Endura® system manager or NTP server after changing networks	Network connectivity issues	• Disconnect the power cable (either PoE or 24 VAC) and then reconnect it to the camera. Power is indicated by the LED. The LED will flash (green) five times per second for approximately two minutes if the camera has power. • Reset the camera's factory defaults. Refer to *Reset Button* on page 9.

Specifications

GENERAL

Construction	
Finish	Black polyester powder coat
Imaging Device	1/3-inch imager
Picture Elements	
IP3701H-2	768 (H) x 494 (V)
IP3701H-2X	752 (H) x 582 (V)
Sensing Area	6 mm diagonally
Horizontal Resolution	480 TV lines
Iris Control	Electronic/passive
Minimum Illumination	0.5 lux, f/1.2, 40 IRE, AGC on, 75% reflectance
ESC	1/60 to 1/100,000 second
Signal-to-Noise Ratio	52 dB (AGC off)
Backlight Compensation	Selectable by DIP switch setting
Scanning System	
IP3701H-2	525 lines, 2:1 interlace
IP3701H-2X	625 lines, 2:1 interlace
Auto Iris Lens Type	DC/video control, selectable by DIP switch position
Unit Weight	2.2 lb (1.0 kg)

ELECTRICAL

Ports	RJ-45 connector for 100Base-TX
	Auto MDI/MDI-X
	Autonegotiate/manual setting
Cabling Type	Cat5 or better for 100Base-TX
Input Voltage	24 VAC (18-30) or PoE (IEEE802.3af)
Power Consumption	7 W maximum

MECHANICAL

Lens Mount	C/CS mount (adjustable)
Camera Mount	Use 1/4-20 screw, top or bottom of camera housing

VIDEO

Signal System	NTSC or PAL	
Compression	MPEG-4, MJPEG in Web viewing mode	
Video Streams	3, simultaneous	
Video Resolutions	NTSC	PAL
4CIF	704 x 480	704 x 576
2CIF	704 x 240	704 x 288
CIF	352 x 240	352 x 288
QCIF	176 x 120	176 x 144
Bit Rate Configurable	20 kbps to 2 Mpbs per stream, implements EnduraView™	
Video Access from		
Web Browser	Camera live view for up to 10 video sources	
Users	10 simultaneous users, unlimited number of users using multicast	
Minimum Web Browser		
Requirements	PC (Pentium® 4 microprocessor, 1.6 GHz) with	
	Windows® 98, Windows 2000, Windows XP (or later), or	
	Mac® OS X 10.3.9 (or later)	
RAM	512 Mbyte	
Ethernet Card	100 Mbit	
Web Browser	Internet Explorer 5.5 (or later) or Firefox 1.5 (or later)	
Screen Resolution	1024 x 768 pixels or higher, 16- or 32-bit pixel color resolution	

ENVIRONMENTAL

Operating Temperature 14° to 122°F (-10° to 50°C)
Storage Temperature 14° to 158°F (-10° to 70°C)

PHYSICAL

Dimensions 4.54" D x 2.64" W x 3.06" H
 (11.53 x 6.71 x 7.77 cm)
Weight (without lens) 1.01 lb (0.46 kg)

(Design and product specifications subject to change without notice.)

PRODUCT WARRANTY AND RETURN INFORMATION

WARRANTY

Pelco will repair or replace, without charge, any merchandise proved defective in material or workmanship **for a period of one year** after the date of shipment.

Exceptions to this warranty are as noted below:

- Five years on fiber optic products and TW3000 Series unshielded twisted pair (UTP) transmission products.
- Three years on Spectra® IV products.
- Three years on Genex® Series products (multiplexers, server, and keyboard).
- Three years on DX Series digital video recorders, DVR5100 Series digital video recorders, DigitalSENTRY® Series hardware products, DVX Series digital video recorders, NVR300 Series network video recorders, and Endura® Series distributed network-based video products.
- Three years on Camclosure® and Pelco-branded fixed camera models, except the CC3701H-2, CC3701H-2X, CC3751H-2, CC3651H-2X, MC3651H-2, and MC3651H-2X camera models, which have a five-year warranty.
- Three years on PMCL200/300/400 Series LCD monitors.
- Two years on standard motorized or fixed focal length lenses.
- Two years on Legacy®, CM6700/CM6800/CM9700 Series matrix, and DF5/DF8 Series fixed dome products.
- Two years on Spectra III™, Spectra Mini, Esprit®, ExSite®, and PS20 scanners, including when used in continuous motion applications.
- Two years on Esprit and WW5700 Series window wiper (excluding wiper blades).
- Two years (except lamp and color wheel) on Digital Light Processing (DLP®) displays. The lamp and color wheel will be covered for a period of 90 days. The air filter is not covered under warranty.
- Two years on Intelli-M® eIDC controllers.
- One year (except video heads) on video cassette recorders (VCRs). Video heads will be covered for a period of six months.
- Six months on all pan and tilts, scanners, or preset lenses used in continuous motion applications (preset scan, tour, and auto scan modes).

Pelco will warrant all replacement parts and repairs for 90 days from the date of Pelco shipment. All goods requiring warranty repair shall be sent freight prepaid to a Pelco designated location. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Pelco assumes no risk and shall be subject to no liability for damages or loss resulting from the specific use or application made of the Products. Pelco's liability for any claim, whether based on breach of contract, negligence, infringement of any rights of any party or product liability, relating to the Products shall not exceed the price paid by the Dealer to Pelco for such Products. In no event will Pelco be liable for any special, incidental, or consequential damages (including loss of use, loss of profit, and claims of third parties) however caused, whether by the negligence of Pelco or otherwise.

The above warranty provides the Dealer with specific legal rights. The Dealer may also have additional rights, which are subject to variation from state to state.

If a warranty repair is required, the Dealer must contact Pelco at (800) 289-9100 or (559) 292-1981 to obtain a Repair Authorization number (RA), and provide the following information:

1. Model and serial number
2. Date of shipment, P.O. number, sales order number, or Pelco invoice number
3. Details of the defect or problem

If there is a dispute regarding the warranty of a product that does not fall under the warranty conditions stated above, please include a written explanation with the product when returned.

Method of return shipment shall be the same or equal to the method by which the item was received by Pelco.

RETURNS

To expedite parts returned for repair or credit, please call Pelco at (800) 289-9100 or (559) 292-1981 to obtain an authorization number (CA number if returned for credit, and RA number if returned for repair) and designated return location.

All merchandise returned for credit may be subject to a 20 percent restocking and refurbishing charge.

Goods returned for repair or credit should be clearly identified with the assigned CA or RA number and freight should be prepaid.

1-8-08

REVISION HISTORY

Manual #	Date	Comments
C2941M	8/07	Original version.
C2941M-A	1/08	Added Open Source Software Notice.
C2941M-B	4/08	Removed referenced to JRE per CN21185.
C2941M-C	6/08	Changed static IP address to new default 192.168.0.20 per CN 21530.